

General Terms and Conditions

Parties to the contractual relationship

Černý kůň guesthouse, run by the operator Michal Kolář, Pardubická 718/63, 500 04 Hradec Králové

Company ID No.: 736 62 208, VAT No.: CZ7509233094 (hereinafter referred to only as the "Operator")

Client – natural or legal person (hereinafter referred to only as the "Guest")

Reservation of accommodation

Reservation of accommodation and confirmation of this reservation by the guesthouse is possible in writing by email or by phone. A reservation is considered valid and binding if the Operator provides the Guest confirmation of the reservation in writing, i.e. by email, or by means of automatic email confirmation generated by the respective online reservation system. The information stated in such confirmation is binding for both Parties.

Prices, cancellation policy and payment terms

The price is stated per room per night including VAT, breakfast and parking. Tourist tax must be added to the price in the amount specified in the valid regulations issued by the city of Hradec Kralove.

Cancellation of a confirmed reservation can be performed in writing by sending notice of cancellation to the following email address: penzion.kun@seznam.cz or via the booking portal on which the reservation was made.

Changing a reservation to a different date is regarded as cancellation of the original reservation and is governed by the same procedure as set out in the cancellation policy.

Payment for the reservation is made on the spot in cash or by card or, subject to agreement, by bank transfer. When paying by bank transfer, this method of payment must be specified in the written order and invoicing details to be included in the bill must be provided.

We issue the bill on the spot or, subject to request, send it to the specified email address. For payments by bank transfer, we send an invoice to the email address provided after the end of the stay.

Cancellation policy:	Free cancellation (no cancellation fee) more than 4 days before arrival
	20% of the reservation price for cancellations made less than 4 days before arrival
	50% of the reservation price for cancellations made less than 2 days before arrival
	100% of the reservation price for cancellations made less than 1 day before arrival

Rights and obligations of the Guest

The Guest has the right to use the reserved rooms and their equipment and furnishings, as well as the equipment and furnishings in the communal areas.

The Guest is liable for any damage caused to the room during the stay and agrees to reimburse the Operator for any repairs, replacement of items or special cleaning. The level of such reimbursement will be determined by the Operator.

The Guest is obliged to make any potential complaints regarding any defects and possible shortcomings during the course of their stay in the guesthouse so that the situation can be remedied.

The Guest is obliged to pay all costs associated with use of accommodation services to the Operator no later than the day of arrival. The Guest is obliged to pay any other costs – for additional services (consumption of the contents of the minibar) no later than the day of departure, unless agreed otherwise.

The Guest may withdraw from the contract in accordance with the cancellation policy or if the Operator has failed to provide the Guest the services agreed in advance corresponding to the standard of the guesthouse.

Check-in times are between the hours of 2:00 p.m. and 6:00 p.m. on the day of arrival. Other arrival times are possible subject to agreement only and may incur an additional fee.

The room must be vacated by 10:00 a.m. on the day of departure and the keys must be returned to reception. Late check-out is possible subject to agreement with the Operator and may incur an additional fee.

Quiet time must be observed between the hours of 10:00 p.m. and 6:00 a.m. Behaviour which leads to disturbance of other guests during this quiet time is strictly prohibited (this includes listening to loud music, television, shouting in the rooms or corridors, and other behaviour which may cause a disturbance).

We do not allow pets in our guesthouse.

We kindly request that Guests always turn off the water taps, turn off the lights, close the windows and switch off electrical appliances which are not in use during the Guest's absence when leaving the room.

The entire building of the guesthouse is non-smoking. Failure to comply with this regulation and smoking in the room or anywhere in the premises of the guesthouse may result in the Guest being charged a cleaning fee by the Operator. Smoking is only allowed in areas designated for this purpose.

Without the prior consent of the Operator, the Guest may not:

- make any major changes to rooms used for accommodation (moving furniture or equipment, etc.)
- remove any equipment and furnishings from rooms used for accommodation
- use their own electrical appliances in the rooms used for accommodation, with the exception of small appliances used for personal hygiene (electric razors or massage machines) and small portable electronics (mobile phones, and tablets, etc.), with regard to which the Guest is always obliged to ensure their flawless condition (i.e. they must not endanger any third parties or property) and compliance with legal regulations and technical standards

In rooms used for accommodation, the Guest must also not:

- allow use of rooms used for accommodation by another person
- carry weapons, ammunition and explosives or otherwise store these items there, in particular in a condition allowing their immediate use

- possess, manufacture or store narcotic or psychotropic substances, industrial chemicals or poisons there, unless use of such substances has been prescribed for the Guest by a doctor
- use a naked flame

Liability on the part of the Operator for the Guest's belongings

The guesthouse is not equipped with safes, so the Guest is responsible for any valuables (cash or jewellery, etc.) left in the rooms during their absence.

Final provisions

These terms and conditions are valid from 1 January 2025. The Operator reserves the right to amend these terms and conditions and the Guest is obliged to comply with these current terms and conditions.

The Operator collects the personal data of the Guest necessary for operation of the guesthouse only for the period of time strictly necessary and does not provide such data to other persons.

On behalf of the Černý kůň guesthouse - Michal Kolář (Operator)